



NARKOMED 6000 SERIES TECHNICAL SERVICE BULLETIN # 6017

Product: Narkomed 6000 Series

Date: February 25, 2003

Status: Corrective Action

Re: 700 MHz Itox Motherboard PCB Replacement

**Reason/
Rational:**

On some Narkomed 6000 series systems, the main screen may exhibit system startup symptoms such as: "freeze"; reboot; or "blue screen" error. The cause of this problem is an internal WPU (Workstation Processor Unit) failure. The root cause of the WPU failure may be Electrolytic Capacitors on the Motherboard PCB inside the WPU. These Electrolytic Capacitors have a shortened life and fail prematurely from normal use. DMI has received a number of WPU's as field returns that have exhibited the Electrolytic Capacitor failure, leading to this determination.

**Devices
affected:**

The extent of the problem on the NM6000 series systems is estimated at 220 machines (WPU's) in the risk population. Motherboard PCB's (PN 4116727) with date codes beginning with D033 to D120 are indicated by our supplier (Itox) to contain the suspect Electrolytic Capacitors. A machine consignee listing will be provided to each Distributor Service Manager and DMI, Regional Service Manager.

**Timing/
When:**

Program launch is anticipated to begin 3/1/03. Corrective action shall be performed at next Periodic Manufacturer's Certification and preferably within the next two weeks if the account has experienced an equipment failure of this nature. If the account has not experienced a failure of this nature and does not have a service agreement with an authorized service provider this corrective action should be performed by the distributor during the 2nd QTR 2003 or sooner if replacement parts are available and no later than 09/01/03.

In the near future a dispatch will be issued for all devices within Dräger Medical Inc. direct service locations. The dispatch will contain a requested install date that correlates to the month that next PMC is due, or two weeks from the current date if the account has experienced a failure of this nature on other machines. Those machines will be identified as 'High Impact' dispatches. Accounts in DMI direct locations that do not have PMC contracts will be scheduled for completion in the 2nd QTR 2003.

Solution/

Procedure: All affected Narkomed 6000 Series systems require the current WPU's motherboard PCB to be exchanged. Perform exchange in accordance with Motherboard PCB replacement service procedure (SP00261).

To ensure a sufficient float of inventory remains available during this program, do not order motherboards more than two weeks in advance of the scheduled installation date. To prevent receiving components out of sync with scheduled maintenance, contact your parts expeditor to verify availability when the order is placed. All removed Motherboard PCB's must be received at DMI within 7 calendar days from the date of service or at a maximum of four weeks from the order date. Upon completion of the WPU Motherboard PCB exchange, the attached Field Correction form must be filled out in its entirety and a copy of it shall be placed in the return power supply's shipping carton and returned to DMI. It is the responsibility of each Distributor Service Manager or DMI, Regional Service Manager to ensure that all involved service personal in their charge are adhering to these requirements.

Costs:

All parts required to complete this modification are supplied at no charge if this TSB is referenced at the time the order is placed. All removed motherboard PCB's must be returned to DMI. Returning removed motherboard assembly requires a Return Materials Authorization (RMA). DMI technicians should create a RMA in FSS. Distributor personnel should request an RMA from Customer Service when the order is placed. Draeger Medical, Inc. reserves the right to invoice the Distributor at the then list price of the new part if RMA parts are not returned to DMI within four weeks from the outbound date of shipment.

Federal Express account number will be provided upon request to offset the return freight charges directly related to this program. All shipments charged to DMI shall be 'Best Way'. Contact DMI's Technical Service Department for additional information

Ordering

Info/Parts:

<u>Note</u>	<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
	1	SE4116727	Motherboard PCB
	5	4106068	Tie Strap
*	3	4117616	Tie Strap Anchor
*	1	4117950	Flash Memory BIOS
	1	4118249	Heat Sink Compound
	1	SP00261	Service Procedure - Motherboard Exchange

* An asterisk identifies a component that may or may not be required depending upon WPU vintage and/or previous service history.

Distribution: Draeger Medical Inc. USA – FieldService Department; Education Department, Customer Service Department, Affected DMI Distributors



FIELD CORRECTION REPORT 700 MHZ MOTHERBOARD PCB

After each motherboard exchange is completed the account demographics, machine's serial number, WPU serial number, WPU part number, motherboard serial number removed, motherboard serial number installed shall be entered on the report. A Technician signature, ID# and date are also required on each report. This form shall be completely filled out and placed in the return motherboard shipping carton.

(Attention: DMI Receiving Department please forward to Service/Ken Horsfield)

Hospital Name: _____

Street Address: _____

City & State: _____

Zip Code: _____

Machine serial number: _____

WPU part number, (printed on S/N label): _____

WPU serial number: _____

Removed; Motherboard serial number: _____

Installed; Motherboard serial number: _____

TECHNICAN:

I.D. #

DATE: